

1. Proposed Accessibility Requirements

Part A: General Requirements

The following requirements are common across information and communication, employment and transportation. To reduce the burden and cumulative impact, these requirements are included in one section.

The Ontario Human Rights Code and Accessibility Standards

- Organizations have current and ongoing obligations under the Code respecting non-discrimination.
- The Accessibility for Ontarians with Disabilities Act, 2005 does not diminish existing legal duties under the Code and other laws with respect to accommodation of persons with disabilities.

Scope and Class Structure

- The requirements being proposed for inclusion in the Integrated Accessibility Regulation are intended to apply to all organizations that provide goods or services to the public or other third parties and have at least one employee in Ontario. The class structure is based on the following (unless otherwise stated):
 - Government of Ontario
 - Broader public organizations with 50+ employees
 - Broader public organizations with 1-49 employees¹
 - Private and not-for-profit organizations with 50+ employees
 - Private and not-for-profit organizations with 1-49 employees

Private and not-for-profit organizations with 1-49 employees will be exempt from compliance reporting.

¹ The Transportation Standard will mainly impact BPS 50+; however, should small transportation providers have transportation systems they are subject to Transportation requirements as scheduled for BPS 50+.

Proposed Compliance Timelines for all requirements are located in the “Proposed Timelines for Compliance with Accessibility Standards” document.

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Policies and Practices

- Every obligated organization will be required to establish, maintain and implement policies governing the implementation of the accessibility standards (Information and Communications, Employment and Transportation).
- The policies will be required to include:
 - A description of how the organization will meet the requirements of the accessibility standards; and
 - A statement of commitment for meeting the needs of persons with disabilities in a timely manner.
- The Government of Ontario and every broader public organization will be required to establish and maintain policies on how the organization will consider the needs of persons with disabilities when procuring or acquiring goods, services and facilities.
- The Government of Ontario, all broader public organizations and private and not-for profit organizations with 50+ employees will be required to prepare one or more written document(s) describing its policies and be able to provide a copy of the document or documents to any person who requests them in a format that meets the person's needs.

Private and not-for-profit organizations with 1-49 employees will be exempt from developing written policies.

Kiosks

- All organizations will be required to consider accessibility features when procuring, acquiring and/or designing new self service kiosks

Accessibility Plans

- Government of Ontario, all broader public organizations, and private and not-for-profit organizations with 50+ employees will be required to develop accessibility plans² which will include how accessibility will be achieved with respect to accessibility requirements and timeframes included in the Integrated Accessibility Regulation.

² Broader Public organizations are currently required to develop accessibility plans under the Ontarians for Disabilities Act, 2001

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- Final Accessibility Plans will be required to be made available to the public, in an accessible format, upon request.

Private and not-for-profit organizations with 1-49 employees will be exempt from developing accessibility plans.

Training

- All employees, volunteers, persons who provide services on behalf of an organization and persons who participate in developing the policies, practices and procedures of an organization, will be required to be trained on the requirements of the accessibility standards.
 - Training will be required to be provided on an ongoing basis and be appropriate to the duties of the employees, volunteers and other persons
- All obligated organizations will be required to provide accessibility training on achieving an accessible workplace to employees.
- The Government of Ontario and broader public organizations with 50+ employees will be required to prepare and maintain a document describing training policies.

Feedback Process

- Every obligated organization will be required to ensure that its processes for receiving and responding to feedback from the public or other persons are accessible and take into account a person's disability.

Emergency and Public Safety Information

- Every obligated organization will be required to provide prepared emergency and public safety information in an accessible format, upon request, where this information is available publicly.
 - If an obligated organization is required to provide a document to a person with a disability, the organization will be required to provide the document or the information contained in the document in a format that takes into account the person's disability, in accordance with the Information and Communications Standard's "Accessible Formats and Communication Supports" requirement.

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Part B: Accessible Information and Communications Requirements

Accessible Information and Communications requirements will make the ways information and communication is sent and received more accessible.

Scope

The Information and Communications Standard focuses on accessible information and communications relating to the provision of goods and services.

Accessible Formats and Communication Supports

- For information that is not available on an accessible website, every obligated organization will be required to provide or arrange for the provision of accessible formats and communication supports, upon request, for persons with disabilities,
 - In a manner that takes into account the person's disability
 - At a cost that is no more than the regular cost charged to other persons
- The obligated organization will be required to consult with the person making the request in determining the suitability of an accessible format or communication support.
- Every obligated organization will be required to notify its employees and the public about the availability of accessible formats and communication supports.

Does not apply to commercial products and product labels, such as books, magazines, video games, films and DVDs.

Notice of Availability

- If an obligated organization is required to provide a document, the organization will be required to provide notice to the public and any other person that the document is available upon request.
- The notice of availability may be given,
 - By posting the information at a conspicuous place on premises owned or operated by the organization
 - By posting the notice on the organization's website
 - By such other method of posting that is reasonable in the circumstances

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Websites

- Obligated organizations will be required to make their internet websites and web content conform with W3C WCAG 2.0, initially at Level A, increasing to Level AA
 - Government of Ontario will be required to also make their intranet websites and content conform with W3C WCAG 2.0, initially at Level A, increasing to Level AA
- Organizations will be first required to make new internet websites and the content on those new internet websites conform, followed by existing websites and web content
- Website content (including but not limited to documents, videos, audio files, records and archived materials) published on the website prior to 2012 – must be available in an accessible format upon request

Requirements only apply to websites, web content and web-based applications that an organization can control either directly or through a contractual relationship, and where meeting the requirements are technically feasible

Private and not-for-profit organizations with 1-49 employees will be exempt

Educational and Training Resources and Materials

- Public or private elementary, secondary or post-secondary educational or training institution will be required to:
 - If prior notification of need is given, provide educational or training resources or materials in an accessible format that meets the needs of the person with a disability to whom the material is to be provided by:
 - procuring through purchase or obtaining by other means an accessible or conversion ready electronic format of educational or training resources or materials, where available, or
 - arranging for the provision of a comparable resource in an accessible or conversion ready electronic format, if educational or training resources or materials cannot be procured, obtained by other means or converted into an accessible format

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- Upon request, provide student records and information on program requirements, availability and descriptions in an accessible format to persons with disabilities within the same timeline as other persons who will be receiving the records or information.

Training to Educators

- District school boards, private elementary and secondary schools and public and private post-secondary institutions will be required to provide educators with accessibility awareness training related to accessible course design and instruction.

Producers of Educational & Training Materials

- Producers of educational and training materials for educational and training institutions will be required to make accessible or conversion-ready electronic versions available, upon request, to Ontario public and private elementary, secondary and post-secondary institutions.

Educational Libraries

- Where available, the libraries of public or private elementary, secondary or post-secondary educational and training institutions will be required to provide, procure or obtain by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request.

Does not apply to archival materials, special collections, rare books and donations.

Public Libraries

- Every public library board will be required to provide access to, or arrange for the provision of access to accessible public library materials, where available.
- Upon request, public library boards will provide information in an accessible format about the availability of accessible materials to the public.
- Public library boards may provide accessible formats for archival materials, special collections and rare books.

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Part C: Accessible Employment Requirements

Requirements for employment prescribe how organizations provide accessibility for people with disabilities across all stages of the employment life cycle; for example, recruitment, retention, etc.

Scope

- Requirements within the Employment Accessibility Standard will apply to recruiting, hiring and retaining persons in paid employment, including full-time, part-time, or apprenticeships.
- The standard will not apply to:
 - Unpaid employment
 - Volunteer placements, co-op placements, high school work experience placements, etc.

Recruitment

- When recruiting, all obligated organizations will be required to notify:
 - Individual applicants that accommodations will be provided to enable their participation in the recruitment process
 - Selected applicants that any assessment and selection materials and processes used will be available in an accessible format, upon request
 - Successful applicants of the organization's individual accommodation procedures for employees

Employees and Accommodation

- When an employee has an identified need for accessible formats or communication supports, an obligated organization will consult and collaborate with that employee to decide on an accessible format or communication support in order for the employee to perform their job functions, or to access workplace information generally available to employees.
- Where information on electronic workplace systems is necessary for someone to perform their job, but is inaccessible to the employee, obligated organizations will

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provide that information by means of a format or communication support that is accessible.

- All obligated organizations to develop and deliver individualized workplace emergency information to employees with disabilities, where required.
- All obligated organizations will be required to inform employees on how they support employees with disabilities in the workplace, including, without being limited to, how they will provide job accommodations for employees with disabilities, on request.
- *All broader public organizations and private and not for profit organizations with 50+ employees will be required to develop documented individual accommodation plans, upon request.
- *Individual accommodation plans will:
 - Assess and accommodate employees on an individual basis
 - Identify the accommodations to be provided
 - Include timelines for the provision of accommodations
 - Include individualized workplace emergency information, where appropriate
- *The process to develop individual accommodation plans will address how:
 - Employees requesting accommodation can participate in the development of their plan
 - The employer can request outside evaluation, at its own expense, by medical or other experts to assist in determining the accommodations needed, where appropriate
 - The employee or employer may request the involvement of the bargaining agent and/or other workplace support in the process
 - The privacy of personal information used in the plan or obtained for the purposes of developing the plan will be managed and protected
 - An employee's plan and other related information will be provided in a format that takes into account his or her disability
 - Often the plan will be reviewed
 - Reasons for denial of a plan will be provided in a manner that takes into account the person's disability
- *Obligated organizations will be required to provide employees with a copy of their individual accommodation plan.

*** Private and not-for profit organizations with 1-49 employees will not be required to comply with documentation requirements.**

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Employees Returning to Work

- All broader public organizations and private and not for profit organizations with 50+ employees will be required to have a documented procedure for the return-to-work of employees absent from work due to an injury or illness. This procedure will need to include the use of individual accommodation plans, where appropriate.
- Note – this is only applicable when there is no legislated return to work provisions already in existence.

Performance Management, Career Development and Redeployment

- All obligated organizations will be required to take into account the accommodation needs and/or individual accommodation plans of employees when:
 - Using performance management processes
 - Providing career development and advancement information
 - Using redeployment procedures

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Part D: Transportation Requirements

Requirements for transportation will prevent and remove barriers so that people with disabilities can more easily access transportation services across the province.

Note: The Ministry of Transportation (MTO) has also posted proposed changes to Ontario Regulation 629 “Vehicles for the Transportation of Physically Disabled Passengers” (O. Reg. 629) under the Highway Traffic Act, to modernize the technical requirements for highway vehicles.

Scope

- Requirements for accessible transportation applies to persons or organizations that are responsible for or provide the following types of services:
 - Conventional Transportation
 - Specialized Transportation
 - Public School Transportation
 - Other Transportation Services
 - Ferry
 - Taxi
- **Requirements do not apply to the following transportation services:**
 - Voluntary or faith-based transportation
 - Federally regulated transportation
 - Emergency response vehicles
 - Amusement park rides

Transportation Specific – Accessibility Plans

- All Conventional transportation providers (including those that provide specialized transportation services) will be required to include transportation specific information in their accessibility plans including how:
 - Accessibility is being achieved with respect to conventional and specialized services, where applicable
 - Municipalities are making progress to meet the accessible taxi needs of their community

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- Municipalities are making progress to increase the number of accessible bus stop/shelters
- Prior to publicly releasing accessibility plans, conventional transportation providers (including those that provide specialized transportation services) will be required to consult the public.

Transportation Specific – Emergency and Public Safety Information

- Persons or organizations providing passenger transportation services will be required to establish, implement, maintain, and document emergency preparedness and response policy and procedures that provides for the safety of passengers with various abilities.
- Written policies will be required to include how services will be provided in an accessible manner.

Transportation Specific – Operator Responsibilities

- Persons or organizations providing passenger transportation services will be required to establish, implement, maintain, and document policies and procedures which require conveyance operators to perform duties such as:
 - Provide assistance to persons with disabilities
 - Use lifting devices
 - Assist persons with boarding
 - Provide route/destination information
- Written policies will be required to include how services will be provided in an accessible manner.

Transportation Specific – Training

- Persons or organizations providing passenger transportation services will be required to establish, implement, maintain, and document employee/volunteer accessibility training policies and procedures that are specific to transportation related duties and developed in consultation with persons with disabilities.

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Availability of Accessibility Equipment and Features

- Conventional transportation providers will be required to make available current information on accessibility-related equipment and features of their conveyances, routes and services.
- Written policies will be required to be provided in an accessible manner.

Maintenance of Equipment

- Conventional transportation providers will be required to establish, implement, maintain and document procedures to:
 - Maintain accessibility-related equipment in good working order
 - Ensure operators report any accessibility-related equipment failure to the transportation provider
- If the accessibility equipment on a vehicle is not functioning, another vehicle with working accessibility features will be required to be dispatched.
- Written policies will be required to be provided in an accessible manner.

Equal Fares and Fees

- Where fares and fees are charged, persons or organizations providing conventional passenger transportation services cannot charge passengers with a disability:
 - A higher fare than passengers without a disability, for the same trip at the same time of day
 - A fee for the stowage of assistive devices

Treatment of Support Persons

- Transportation providers cannot charge a fare to a support person accompanying a passenger with a disability on conventional or specialized transit.
 - Designation of a support person is placed on the person with a disability, not the support person
 - No reapplication process required for people with permanent disabilities who require support persons

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Fare Parity for Conventional and Specialized Transportation

- Within a jurisdiction, the transportation provider will be required to apply the same:
 - Base fare structure (e.g. for general passengers, students, seniors, etc.) to all conventional and specialized transportation services. This does not include promotional fares or charter rates that a service provider may employ from time to time
 - Fare options (e.g. tickets, tokens, passes) to all conventional transit services
- Transportation providers cannot charge a higher rate for specialized services than what is charged for conventional services, in the same jurisdiction.

Accessible Boarding/De-boarding

- Conventional transportation providers will be required to ensure operators allow persons with disabilities to enter or exit the vehicle at the closest available safe location as determined by the operator that is not an official stop, if the official stop is not yet accessible or if there is a temporary barrier and the safe location is along the same route.
- In determining where a safe stop location may be situated, the operator will give consideration to the preference of the passenger with a disability.
- Operators will be required to report to the appropriate authority transit stops that are temporarily inaccessible or have a temporary barrier.

Storage of Assistive Devices

- Conventional transportation providers will be required to ensure operators transport assistive devices in the passenger compartment within reach of the passenger, if safe stowage is possible.
- If not possible, the operator may stow assistive devices in the baggage compartment of the conveyance on which the person is traveling. In these cases, the operator will store, secure and return assistive devices in a manner that does not adversely affect the safety of any passenger on the conveyance including persons with disabilities; and does not cause damage to the assistive device.

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Courtesy Seating

- Conventional transportation providers will be required to ensure there is clearly marked courtesy seating for persons with disabilities, as close as practicable to the entrance door.
- Signage will be required to indicate that passengers other than persons with disabilities must vacate their seats if its use is required by person with a disability.
- Operators will be required to ask passengers who are not using a transportable mobility aid device to vacate wheelchair securement locations, if that securement location is needed by a person using a transportable mobility aid device.

Service Disruptions

- Where there is a disruption to a scheduled service, conventional transportation providers will be required to make available alternate accessible arrangements to transfer passengers with disabilities to their route destination where alternate arrangements for passengers without disabilities are inaccessible.
- Information on alternate arrangements will be required to be communicated in a manner that takes into account the person's disability.

Pre-Boarding Route or Destination Announcements

- For all services that do not require pre-booking, conventional transportation operators will be required to announce, verbally or by electronic means, the route or direction, or the destination or next major stop of the conveyance at the boarding point prior to boarding, upon request.
- Where vehicles for more than one route serve the same stop, the conventional transportation provider will be required to provide a means by which a person with a visual impairment or other disability can identify the proper vehicle to enter or be identified to the operator as a person seeking a ride on a particular route.
- Within six years of enactment, the transportation provider will be required to ensure that, for services that do not require pre-booking, all pre-boarding announcements are:
 - Announced through electronic means
 - Legibly and visually displayed through electronic means
- Visual displays of stop information will conform to Route and Destination Signage requirements.

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On-Board Announcements of Stops and Connections

- Conventional transportation operators will be required to announce, through verbal or electronic means, all destination points or stops for services that do not require pre-booking.
- In six years of enactment, the transportation provider will be required to ensure that, for services that do not require pre-booking, all destination points or stops are:
 - Announced through electronic means
 - Legibly and visually displayed through electronic means
- Visual displays of stop information will conform to Route and Destination Signage requirements.

Route or Destination Signage

- On a go-forward basis, transportation providers will be required to ensure the legible display of the route or direction, or the destination or next major stop, visible at the boarding point. Signage may include pictograms or symbols but must
 - Be consistently located
 - Have a glare-free surface
 - Be positioned to avoid shadow areas and glare
- Signage, including electronic display monitors, when used to give the same type of information within the same type of conveyance will be required to be consistently shaped, coloured, and positioned, with text that is high colour-contrasted with its background, and achieve the appearance of solid characters.

Boarding/De-Boarding Lifting Devices, Ramps, Portable Bridge Plates

- On a go-forward basis, the transportation provider will be required to ensure lifting devices, ramps, or portable bridge plates have:
 - A colour strip that runs its full width, and is high colour-contrasted with its background
 - A platform surface that is slip resistant
 - Safety wheel guards along all exposed edges

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Indicators

- On a go forward basis, the transportation provider will be required to ensure a visual amber warning lamp indicator be mounted on the exterior near the accessible entrance door(s).
- The visual indicator shall be coupled with an audible warning alarm.
- The visual indicator and the warning alarm must function when the conveyance is kneeling, when the ramp is deployed, or when the lift is in operation.
- A door opening and closing visual indicator and audible alarm system will be required to be available.

Steps

- On a go-forward basis, the transportation provider will be required to ensure the top outer edge of each step and all interior edges at raised floors be marked by a colour strip that is high colour-contrasted with its background, that runs the full width of the leading edge of the step and is readily apparent from both directions of travel.
- Step surfaces will be required to be slip resistant and produce minimal glare.
- Steps will be required to have uniform, closed riser heights and tread depths, subject to the structural limitations of the conveyance.

Grab Bars, Handholds, Handrails, Stanchions

- On a go-forward basis, the transportation providers will be required to ensure that grab bars, handholds, handrails, and stanchions:
 - Are located in specific locations throughout the vehicle to support passengers with disabilities
 - Do not interfere with the manoeuvring space required for transportable mobility aids
 - Are high colour-contrasted with its background
 - Are sturdy, and permit easy grasping, have a slip resistant surface

Floor Surfaces

- On a go-forward basis, the transportation provider will be required to ensure floor surfaces of conveyances produce minimal glare and are slip resistant.
- Carpeted surfaces will be required to have a low, firm and level pile or loop and be securely fastened.

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Allocated Transportable Mobility Aid Spaces

- On a go-forward basis, the transportation provider will be required to:
 - Provide a minimum of two allocated transportable mobility aid spaces on the vehicle each having a minimum clear space of 1220 mm by 762 mm
 - Provide, as appropriate, securement devices
- An allocated space may be used for other passenger purposes, if it is not required for use by a passenger with a transportable mobility aid.

Stop Request and Emergency Response Controls

- Where applicable, on a go-forward basis, the transportation provider will be required to ensure accessible stop-request and emergency response controls are available throughout vehicles, including within reach of allocated spaces and seated passengers.
- Stop-request and emergency response controls will be required to:
 - Provide auditory and visual indications that the request has been made
 - Be mounted no higher than 1220 mm and no lower than 380 mm above the floor
 - Be operable with one hand and not require tight grasping, pinching, or twisting of the wrist
 - Be colour contrasted with the equipment to which the control is mounted
 - Provide tactile information on emergency controls

Lighting and Colour Contrasting

- On a go-forward basis, the transportation provider will be required to incorporate colour contrasting and lighting features that promote independent boarding, on-board circulation and de-boarding for passengers with visual disabilities.
- Any step well or doorway immediately adjacent to the driver will be required to have, when the door is open, an illuminance of at least 20 lux when measured on the step tread or lift platform.

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- Other step wells and doorways, including doorways in which lifts or ramps are installed, will be required to have, at all times, an illuminance of at least 20 lux when measured on the step tread, or lift or ramp, when deployed.
- The vehicle doorways, including doorways in which lifts or ramps are installed, will be required to have outside light(s) which, when the door is open, provide an illuminance of at least 10 lux when measured on the street surface for a distance of 0.9 m perpendicular to the bottom step tread or lift outer edge. Such light(s) will be required to be shielded to protect the eyes of entering and exiting passengers.
- Accessibility equipment and features will be required to have high colour-contrasted with its background.

Light, Commuter, and Inter-City Railcars

- For applicable vehicles, on a go-forward basis, transportation providers will be required to:
 - Provide a minimum of one transportable mobility aid accessible rail car per train
 - Ensure that all passenger rail cars are accessible to persons with disabilities other than those who use transportable mobility aids
- Accessible washroom(s) will be required on those cars where a washroom exists.

Alternative Accessible Method of Transportation

- Municipalities providing conventional transportation are not required to provide a dedicated specialized transportation system, but are required to provide an alternative accessible method of transportation for persons with disabilities who cannot use the conventional transportation services that meet the requirements of specialized transportation.

Categories of Eligibility

- Specialized transportation providers will be required to have three categories of eligibility: unconditional, temporary, and conditional.
- For the purposes of eligibility, categories are as follows:
 - A person with a disability that prevents him/her from using conventional transportation (unconditional eligibility)

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- A person with a disability that temporarily prevents him/her from using conventional transportation (temporary eligibility)
- A person with a disability where environmental or physical barriers limit their ability to consistently use conventional transportation (conditional eligibility)
- Transportation providers may deny requests for specialized transportation services to persons who are categorized as having temporary or conditional eligibility if the route, vehicle, and stops are accessible to the person, and the person has the ability to fully use the accessible route, vehicle and stop.

Eligibility Application and Process

- The transportation provider will be required to:
 - Make available, upon request, all specialized transit eligibility application and decision information in accessible formats
 - Consider an applicant provisionally eligible if an eligibility determination has not been made within 14 calendar days following receipt of an application with complete information
 - Make a decision on an appeal with respect to eligibility within 30 calendar days upon receipt of a complete appeal application, but if a final decision is not made within 30 days, the applicant will be granted temporary eligibility until a final decision is made.
- Transportation providers may require a re-assessment of the eligibility of temporarily eligible registrants at reasonable intervals.
- An applicant may only appeal a decision with respect to eligibility if the applicant has new information that was not presented with the original request.
- Transportation providers will be required to develop a policy providing access to specialized transportation services earlier than 14 days in situations including, but not limited to emergencies and compassionate grounds, where there are no other accessible transportation services available to meet the passenger's need.
- People with disabilities, or who are considered eligible for, will not be charged a registration fee to apply for specialized transportation services.

Visitor Service

- Every transportation provider that provides specialized transportation services will be required to:

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- Make specialized transportation service available to visitors
- Consider as eligible, visitors who provide confirmation that they are eligible for specialized transportation in the jurisdiction in which they reside or who meet the eligibility requirements of the host jurisdiction
- Transportation providers will be required to develop criteria to determine who falls into the category of “visitor”.

Integration of Transportation Services

- For the purposes of this section, integration of services refers to the overall family of services concept that allows a transportation provider to provide, in a flexible way, transportation services in a manner that best meets the needs of persons with disabilities, and includes door-to-door service, if required.
- Integration of services will be provided within the transportation provider’s service area that accommodates the abilities of passengers and may include service on an accessible conventional transportation.

Coordinated Service between Adjacent Municipalities

- Where specialized transportation services are provided in adjacent municipalities, transportation providers of both specialized services will be required to facilitate connections between respective services.

Hours of Service

- Each transportation provider that provides specialized transportation services will be required to ensure that it has, at a minimum, the same hours and days of service for specialized transportation services as are provided by conventional transportation in the same catchment service area.
- Where specialized transportation services are split between upper and lower tier municipality, the transportation provider will be required to provide the same hours and days of specialized transportation service as provided by the conventional service in each tier.

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Trip Restrictions

- Every transportation provider that provides specialized transportation services will not limit the availability of specialized transit services to eligible passengers by:
 - Restricting the number of trips an eligible passenger is able to request
 - Implementing any policy or operational practice that limits the availability of service, excluding the provision of subscription trips (e.g. trips that are booked in advance such as to/from work)

Bookings

- Every transportation provider that provides specialized transportation services where the specialized services require reservations will be required to:
 - Provide same day service to the extent that service is available
 - Accept booking requests up to at least 3 hours prior to the published end of the service period the previous day
 - Provide an accessible means to accept reservations

Service Delays

- Every transportation provider that provides specialized transportation services where the specialized service requires reservations will be required to provide information on the duration of pick up delays to affected passengers by a method agreed to by the transportation provider and passenger.
- A service delay is a delay of 30 minutes or more after the scheduled pick-up time.

Companions

- Every transportation provider that provides specialized transportation services will be required to allow companions to travel with eligible passengers if space is available and will not result in the denial of service to other eligible persons.
- Every transportation provider that provides specialized transportation services will be required to allow dependants to travel with an eligible passenger who is a parent or guardian of the dependent if appropriate child restraint securement systems and equipment are, if required, available.

Proposed Compliance Timelines for all requirements are located in the “Proposed Timelines for Compliance with Accessibility Standards” document.

Note – upon request for alternative formats: organizations are not required to have every alternate format in stock, but rather have the means to provide the information as soon as possible, once the request has been made.

Public School Transportation Services

- Publicly funded school boards will be required to provide integrated school transportation for all students where transportation is normally provided.
- Where integrated school transportation is not possible or is not the best option, appropriate alternative accessible transportation for students with disabilities will be required to be provided.

Other Transportation Services

- Persons or organizations who are not primarily in the business of transportation services, will be required to provide accessible vehicles and equivalent service upon request, and may contract or co-ordinate with other transportation providers to provide equivalent services.
- Only applicable to universities, hospitals and colleges.

Does not apply to emergency transfer conveyances (e.g. ambulances and patient transfer services).

Ferries

- The transportation provider will be required to provide ferry vessels that conform to the Canadian Transportation Agency Code of Practice for Ferry Accessibility for Persons with Disabilities (1999).
- Ferry vessels will be required to be exempt from requirements in AODA accessibility standards that are addressed within the Ferry Code of Practice.

Taxis – Equal Fares and Fees

- Persons or organizations responsible for providing taxi services cannot charge passengers with a disability:
 - A higher fare rate than passengers without a disability for the same trip
 - A user fee or special charge in addition to regular fares or rates for using accessible taxi service
 - A fee for the stowage of assistive devices

Proposed Compliance Timelines for all requirements are located in the “Proposed Timelines for Compliance with Accessibility Standards” document.

Note – upon request for alternative formats: organizations are not required to have every alternate format in stock, but rather have the means to provide the information as soon as possible, once the request has been made.

Taxis – Taxi registration, company and vehicle identification

- Independent operators, brokerages or dispatch services providing on-demand taxi services will be required to include taxi registration numbers, company and vehicle identification information on taxi bumpers.

Taxis – Proportion of On-Demand Accessible Taxis

- Municipalities will be required to work with persons with disabilities and the taxi industry to determine the proportion of on-demand accessible taxis required in their communities.

Proposed Compliance Timelines for all requirements are located in the “Proposed Timelines for Compliance with Accessibility Standards” document.

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